## **Answers to Frequently Asked Questions Regarding Nicor Gas' Customer Select**

#### 1) What is Customer Select?

Customer Select is a program that provides customers with the opportunity to purchase their natural gas from a supplier other than Nicor Gas, the local gas utility. As of March 1, 2002, all customers in Nicor Gas' service territory are eligible to choose an alternative gas supplier from a list of suppliers authorized to participate in Customer Select. Nicor Gas will still be responsible for the delivery of gas to your household or business.

Customer Select is a voluntary program. If you do not choose an alternative gas supplier you will continue to purchase your gas supply from Nicor Gas.

### 2) Are there advantages to purchasing gas from a supplier other than Nicor Gas?

Customer Select suppliers may be able to offer pricing options that more closely meet the needs of residential and commercial customers. Some suppliers may offer products and services in addition to gas supply.

#### 3) Who is eligible to participate in Customer Select?

All residential, commercial, and industrial customers are eligible to enroll in Customer Select except for municipal accounts receiving franchise gas and customers that have multiple meters.

Residential customers may not be denied service from a gas supplier on the basis of race, gender, income, or locality. However, suppliers may limit their service to specific regions within Nicor Gas' service territory.

#### 4) When may I enroll in Customer Select?

You may enroll in Customer Select at any time throughout the year.

#### 5) How do I enroll in Customer Select?

You enroll in Customer Select by choosing an alternative gas supplier. Suppliers may offer a number of enrollment options including telephone enrollment, enrollment through the regular mail, enrollment via the Internet, or enrollment through door-to-door solicitation. Both Nicor Gas and your chosen supplier are required to send a letter through the United States mail confirming your enrollment in Customer Select.

#### 6) Where do I find contact information on participating suppliers?

A list of participating suppliers (with their contact information) can be found at the Customer Select website: <a href="http://www.nicorinc.com/gas/customerselect/">http://www.nicorinc.com/gas/customerselect/</a>

#### 7) What questions should I ask prospective gas suppliers?

Here are some questions you may want to ask suppliers to help decide which offer is best for you:

- What pricing options are available to me?
- Will the price that you charge for natural gas vary from month to month? If so, how?
- What are the terms and conditions of the contract you are offering?
- When will the contract expire?
- Will my contract be self-renewing?
- If so, will the prices, terms and conditions of the contract change when it is renewed?
- Will there be penalties or exit fees if I switch suppliers before my contract expires?
- Who will issue my bill for natural gas supply?
- How often will I be billed for natural gas supply?
- Do you offer any budget payment plans or electronic payment options?
- In addition to the cost of natural gas I use, what other charges will I see on my bill?

#### 8) Does Nicor Gas charge any fees to enroll in Customer Select?

Nicor Gas does not charge customers a fee to enroll in Customer Select. Nicor Gas charges the same customer charge and delivery charges whether you purchase gas supply from a Customer Select supplier or you purchase your gas supply from Nicor Gas.

Nicor Gas charges suppliers a monthly fee of 59¢ per customer, a one-time application fee of \$2,000, and a monthly charge of \$200. Check with prospective suppliers to determine if they charge any one-time enrollment fees or monthly service charges.

#### 9) How will I be billed for natural gas service?

Alternative gas suppliers may offer up to three billing options:

- You may have two separate bills one from your gas supplier for natural gas supply and one from Nicor Gas for delivery charges.
- Another option is to receive a consolidated bill from Nicor Gas, which includes your supplier's natural gas supply charges and Nicor Gas' delivery charges.
- A third option is to receive a consolidated bill from your gas supplier, which includes your supplier's natural gas supply charges and Nicor Gas' delivery charges.

You should check with participating suppliers to see which billing options they offer.

# 10) If my supplier issues a consolidated bill that contains both the suppliers natural gas supply charges and Nicor' Gas' delivery charges, what information will be included on the bill?

Alternative gas suppliers are required to separately identify the supplier's charges and Nicor Gas' delivery charges.

For residential customers, gas suppliers must provide itemized billing statements that clearly describe the products and services provided and the prices of such products and services.

At least once annually, suppliers must also provide residential customers with an additional statement that clearly states the average monthly prices and also the terms and conditions of products and services provided.

#### 11) How often may I switch suppliers?

You may switch alternative gas suppliers once during each monthly billing period.

#### 12) Will I be charged a fee when I switch suppliers?

Nicor Gas will not charge you a fee if you switch gas suppliers. However, your contract with your supplier may include contractual provisions, including exit fees, which limit your ability to switch suppliers before contract expiration. Review the terms of your contract with your gas supplier before switching suppliers.

### 13) How do I withdraw from Customer Select and resume purchasing my natural gas supply from Nicor Gas?

You can withdraw from Customer Select and resume purchasing your natural gas supply from Nicor Gas at any time by notifying either Nicor Gas or your supplier. However, your contract with your supplier may include contractual provisions, including exit fees, which limit your ability to switch suppliers before contract expiration. If you terminate service with your supplier and resume purchasing your natural gas supply from Nicor Gas, you will have 45 days to reenroll in Customer Select by choosing a new supplier. If you do not choose a new supplier within these 45 days, you will be required to purchase your natural gas supply from Nicor Gas for a period of one year.

#### 14) Will I be charged a fee when I withdraw from Customer Select?

Nicor Gas will not charge a fee for withdrawing from Customer Select. However, your contract with your supplier may include contractual provisions, including exit fees, which limit your ability to switch suppliers before contract expiration. Review the terms of your contract with your supplier before withdrawing from Customer Select.

#### 15) Who do I contact in the event of a gas leak or an interruption in service?

Whether you purchase your natural gas supply from an alternative supplier under the Customer Select program or you purchase your natural gas supply from Nicor Gas, Nicor Gas is still responsible for the delivery of natural gas to your household. You should contact Nicor Gas in the event of a gas leak or a service interruption. Nicor Gas' toll free customer service number is (888) 642-6748.

### 16) How can I obtain a history of my gas consumption and Nicor Gas' supply charges?

Nicor Gas has sent all of its current customers a Customer Select informational packet containing an estimated annual gas usage and average cost of gas supply per therm for the previous 4 years.

You may access information about your actual gas use over the past 24 months online at the Customer Select web site. The web address is <a href="https://www.nicor.com/csa/">https://www.nicor.com/csa/</a>. Usage information is also made available by calling Nicor Gas at (888) Nicor4u or (888) 642-6748.

You may obtain information on trends in Nicor Gas' Natural Gas Cost and other topics at Nicor Gas' web site at: <a href="http://www.nicorinc.com/gas/customerselect/">http://www.nicorinc.com/gas/customerselect/</a>.

### 17) I am currently using the budget plan with Nicor Gas. Will this option be available to Customer Select customers, and how will it work?

Nicor Gas will continue to offer the budget plan to Customer Select customers. However, Nicor's budget plan will apply only to Nicor Gas' delivery charges on your bill. Ask your supplier if they offer any budget payment plans or other payment options for the gas supply portion of your bill.

#### 18) What if I move?

If you move to another location within Nicor Gas' service territory, your Customer Select contract will move with you as long as that supplier serves the geographic location of your new residence. If you move outside of Nicor Gas' service territory, your participation in Customer Select automatically ends.

# 19) What information is an alternative gas supplier required to disclose with respect to the marketing, offering, and provision of products or services to residential customers?

Any marketing materials issued by an alternative gas supplier that make statements concerning prices, terms and conditions of service, shall contain information that adequately discloses the prices, terms and conditions of the products or services that an alternative gas supplier is offering or selling to residential customers.

Before any residential customer is switched from another supplier, the new alternative gas supplier is required to give the customer written information that adequately discloses, in plain language, the prices, terms and conditions of the products and services being offered and sold.

### 20) What can I do when I have a billing or service dispute with my alternative gas supplier?

If you have a billing or service dispute with a supplier, contact your supplier first to resolve the problem. If you are unable to resolve the dispute with your supplier, contact Nicor Gas at (888) 642-6748. Nicor will then contact your supplier and attempt to resolve the problem.

If you cannot resolve the problem through either of these two methods, you can contact the Consumer Services Division at the Illinois Commerce Commission (ICC). Customers can file an informal complaint with the Consumer Services

Division of the ICC via the Internet <u>here</u> or via telephone at (800) 524-0795 during the hours of 8:30am to 5:00pm.